

Project Closeout Report



Project Name: Workforce Safety and Insurance Learning Management System

Agency: Workforce Safety and Insurance

Business Unit/Program Area: Employer Services

Project Sponsor: Nick Jolliffe **Project Manager:** Mary Thompson

Date: 4/13/2007

Project Description		
<p>The purpose for the Learning Management System was to deliver online safety, health, and environmental e-learning training to its policyholders regardless of where they live. The LMS allows North Dakota employers access to current courseware to train new and existing employees, provide a testing mechanism to determine the level of comprehension, and a system to track completed courses.</p> <p>Approach / alternatives: WSI selected GeoLearning to provide the COT's solution and PureSafety to provide the courseware. GeoLearning will host the LMS but the primary responsibility for ongoing management and collaboration between WSI and ND employers will be with the Employer Services Division of WSI.</p>		
Project Objectives	Measurements	
	Met/ Not Met	Description
Provide 24/7 access to online training via the Web	Met	On March 13, our LMS was deployed from staging to production at which time the training was available online 24/7 to users in the system.
Deliver health and safety training to 1000 workers annually	Met	The pilot program began in March 2007 and includes an initial 1600 users in the Learning Management System. Upon completion of the pilot program more users will be added in a phased approach.
Provide 50 courses in the LMS during the first year of operation	Met	With the execution of the contract with PureSafety the LMS has 100 safety, health, and environmental courses integrated into the system and available for use.

Schedule Objectives			
Met/ Not Met	Scheduled Completion Date	Actual Completion Date	Variance
Not Met	12/29/2007	Re-baselined	Project was re-baselined upon vendor selection in conjunction with their project schedule.
Met	3/1/2007	3/29/2007	On Schedule

Budget Objectives			
Met/ Not Met	Baseline Budget	Actual Expenditures	Variance
Met	\$400,000.00	\$338,125.00	Under Budget \$61,875.00.
Met	\$1,200,000.00	\$443,975.00	Under Budget \$756,025.00. Remaining funds are reserved for ongoing purchase of courseware and future expansion of user base.

Major Scope Changes	
<p>The primary scope remained the same; however, a sub-project was added to include the ongoing purchase of courseware for the LMS. The budget for the sub-project was not included in the primary project for the LMS but was in the long-range strategy for WSI. Adding the sub-project provided a documented courseware budget to the project.</p>	

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Lessons Learned

Product Knowledge – The team discovered that a single vendor does not necessarily provide the best option for the LMS and courseware. For future projects this can be improved by putting more emphasis into how the product should perform while still in the planning phase. Improved research and understanding about LMS's (product knowledge) prior to project initiation would have been beneficial.

Schedule – This project was planned with an aggressive schedule and one that was proven to be unrealistic to meet given other commitments of the agency. The schedule was impacted significantly after learning more about the process of developing the LMS, reliance on vendors, adherence to procurement policies and procedures, and consideration of other agency schedules. Future projects should be planned keeping in mind that project members report to their functional units in addition to being on the project team.

RFP – This project began with variety of people providing input into their expectations of the LMS. Consequently, this allowed the focus of the project initially to be much broader than intended. The RFP verbiage was vague in regards to the LMS versus courseware. Future project RFP's should be written more specifically to the exact needs of the project.

Procurement – The project team used the procurement officer extensively in order to understand and follow the policies and procedures of the State Procurement Office. Future projects would benefit by having a just-in-time training prior to every evaluation. This just-in-time in-service is now being provided at WSI.

Human Resources – The project team provided for a good balance of employees with a variety of expertise including IT. In addition, these same employees were dedicated and flexible and made themselves available for situational meetings where decisions needed to be made. Future projects should be cognizant of the time needed for the project team activities and include expertise from the broader organization.

Project Management – The Project Manager was changed between phase I and II of the project. This was a critical time in the project and the team had some concerns about consistency. Future projects should strive to keep one Project Manager from initiation to closeout.

Other – This project is just one of two Large Scale Projects occurring simultaneously at WSI. Both projects closely involved IT and consequently resources were stretched. Future project initiations may want to be more cognizant of the available resources prior to initiation.

Success Story

The Learning Management System has been deployed to our eight pilot program participants encompassing 1600 active users. The pilot program will run for three months at which time the LMS will be deployed systematically to a larger group. Initial tracking from March 15 – April 12, 2007 shows that we have had 395 users (totaling 747 login attempts), 175 courses completed and a total of 316 hours spent in the LMS. Feedback from the pilot participants has been very positive. Some of the pilot participants comments on the LMS thus far are:

- " Our number of users is increasing every day and everyone thinks it is great. It provides a lot of information right on their desktop and after they watch one, they seem to just keep going. Very positive reception."
- "Very pleased with the LMS system and the course content. The quality of the courses is exceptional."

As the pilot progresses the administrators continue to field questions/issues with a response time of one business day. The participants have expressed appreciation for the quick turn around.

Prior to the LMS e-learning option, the only educational services/training available was the video resource library, one-on-one trainings by our safety specialist or attending a seminar at a cost. The LMS provides a free online training resource for ND employers and saves considerable out of office time & expense.